Information Technology (IT) Manager – Senior, Quality Assurance

SUMMARY

Information Technology (IT) Manager – Senior, Quality Assurance (QA) is an integral member of the IT management team and is responsible for ensuring quality and compliance of IT systems and processes to enable the Department to deliver on its mission. Reporting to the IT Director Quality Assurance and Audit, s/he manages quality assurance and control, independent verification, and validation testing services for delivery of high quality IT products and services. The IT Manager – Senior, QA helps develop and deliver on IT's Quality Management Plan that describes best practices, processes, and policies used throughout the lifecycle of a system.

S/he is responsible for managing a Quality Assurance Analyst and six (6) Testing Analysts and accountable to ensure deficiencies are identified and corrected or improved upon quickly. The Quality Assurance team works closely with the IT Project Management Office (PMO) to improve the overall consistency, predictability, and efficiency of the Department's IT projects and project delivery. S/he must effectively promote continuous improvement and quality control to project and program management, as well as IT and Departmental leadership.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manages the day-to-day operations of the Quality Assurance Team including direct supervision of seven (7) team members, and mentoring and providing feedback regarding expectations, performance, and professional development.
- Develops and implements proactive processes and measures to ensure quality and compliance of Departmental IT systems and processes on the front end to mitigate and/or eliminate issues and findings.
- Provides technical management, including implementation and / or management of a quality assurance program, as well as IT system testing.
- Provides team leadership including establishing specific, measurable milestones, and monitoring progress against these goals.
- Participates in project design reviews to ensure requirements are met and interacts with all levels of staff for project planning, scheduling, quality assurance planning, and testing.
- Develops data quality metrics to identify gaps, establishes data quality processes and governance, and uses tracking processes and tools.
- Creates and manages test plans to conduct testing in Production, Quality Assurance (QA), and User Acceptance Testing (UAT) environments.
- Works with business owners to define and establish data quality rules and definitions consistent with the Department's strategies and goals.

EDUCATION / EXPERIENCE

A bachelor's degree in Information Technology, Information Management Systems, Computer Science, and/or related technical degrees or coursework from an accredited college or university. A minimum of six (6) years of increasingly responsible IT experience including IT management, audit, quality assurance, and testing functions. An equivalent combination of education and/or experience may be acceptable.

Master's Degree or another advanced degree and experience in public sector are a plus. Additionally, certifications in Lean, Organizational Excellence, Six Sigma, CQI, or CQIA are advantageous.

SKILLS

This position requires:
- Dedication and commitment to customer service focused delivery of solutions;
- Ability to build trust and teamwork in difficult situations across all departmental boundaries;
- Excellent communication and influencing skills, with demonstrated ability to work collaboratively and effectively with IT leadership teams, and with the ability to build coalitions across the Department;
- Demonstrated experience in hiring and developing technical team members;
- Ability to handle multiple tasks and meet deadlines;
- Ability to define problems, collect data, establish facts, and draw valid conclusions;
- Ability to maintain professional composure in all situations;
- Ability to objectively evaluate and review activities and work products to minimize subjectivity by the reviewer;
- Knowledge of project management methodologies and processes;
- Advanced understanding of software development lifecycle methodologies;
- Aptitude for leadership with demonstrated creativity, flexibility, initiative, and problem solving skills;
- High standards of ethical conduct and behaviors consistent with Departmental and government standards;
- Excellent analytical and creative problem-solving skills;
- Ability to work in a team-oriented environment, manage competing demands, resolve conflict(s), and change approach or method to best fit the situation;
- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping team members and meeting schedules on track;
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Excellent leadership skills, with the ability to exhibit confidence in self and others, accept feedback, and give appropriate recognition;
- Intermediate skill level using Microsoft Office software, including Word, PowerPoint, Excel, Project, and Visio;
- Proponent for change, while applying best practices in organizational change management; and
- Strong technical / functional understanding of SharePoint, Planview, and / or other program management tools.

The State of TN is an Equal Opportunity Employer

http://agency.governmentjobs.com/tennessee/default.cfm?action=viewclassspec&classSpecID=962096&viewOnly=yes